



The Lakeside experience

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Would you want ...

- A digital platform that triages your patients to the right care professional ?

Would you want ...

- A digital platform that helps you deliver efficient chronic disease management that engages the patient in their own care

Would you want ...

- To communicate with all parts of the health and social care ecosystem, with a seamless patient journey

Without sharing the same eMR...

Would you want ...

- A digital system that ensures clinical governance, training and supervision are at the heart of your service, and re-establishes continuity of care?

Would you want ...

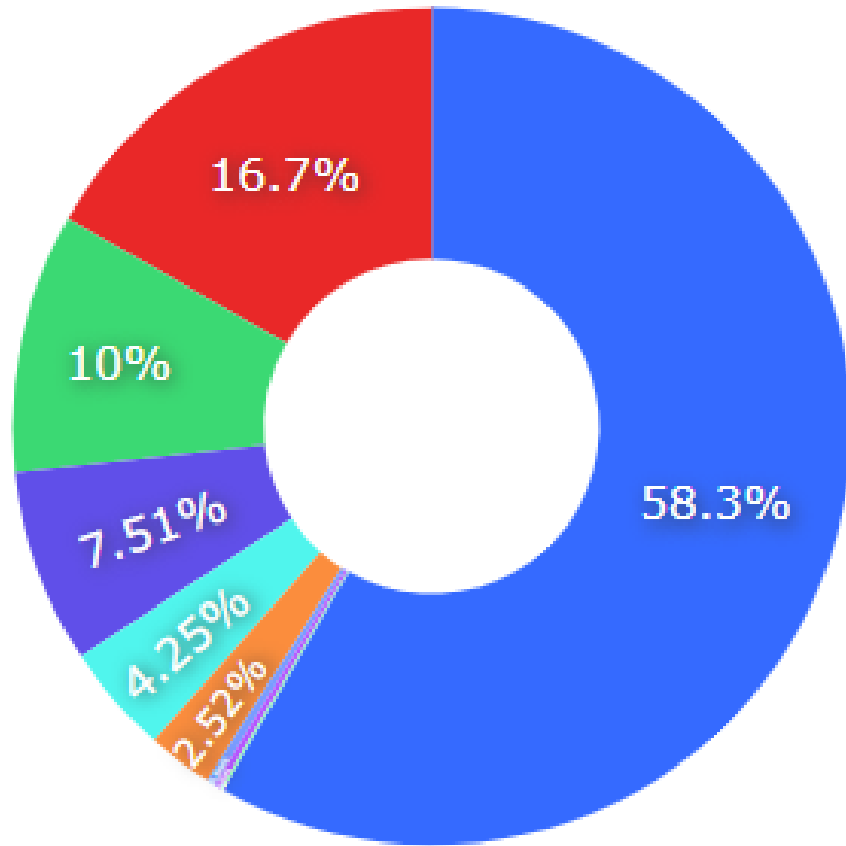
- To reduce incoming phone calls and improve phone access - so those without digital access can access care when they need it

Would you want ...

- Greater than 10% of patients directed to appropriate safe self-care, without your intervention

Impact on practice - patients

Tagged to respective care level



- Medical investigation or treatment
- Administrative action
- Advice on self-care
- Non-urgent face-to-face appointment
- Urgent face-to-face appointment
- Other
- None selected
- A+E department (999)
- Urgent treatment centre.
- Out-of-hours service (OOH).



How are we doing

Recommend To Others – Recommend To Others

91.2% (6258 ratings)
Recommend To Others

🕒 5 hours ago

Sufficient Information – Sufficient Information

87.1% (6770 ratings)
Sufficient Information

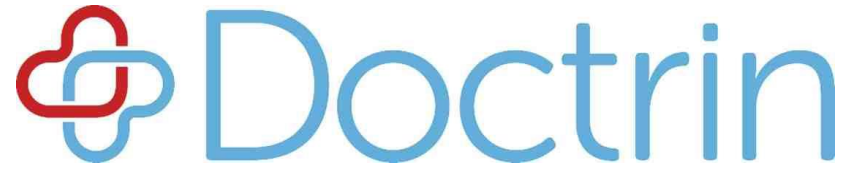
🕒 5 hours ago

Met with compassion

94.7% (5984 ratings)
Met with compassion

🕒 5 hours ago





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- ▶ Next Generation Care Navigation and online consultation
- ▶ Proven platform across all healthcare settings
- ▶ In use across 4 countries
- ▶ Chosen as national platform for Norway
- ▶ Delivering over 90% patient satisfaction across all customers



QUESTIONS

